

Service Needs Delivery Chart

Miami-Dade County is home to one of the most diverse, multilingual populations in the United States, with more than 2.5 million residents coming from all areas of the world, including Latin America, the Caribbean, Europe and Asia. And although Miami-Dade's true character comes from the uniqueness found in its many distinct neighborhoods, they all share similar educational, life-sustaining, and leisure needs.

Public libraries today are no longer just repositories of books and other materials. The public library serves a significant role in the intellectual, emotional and social life of the community. It is a compelling neighborhood space where people can meet and interact in ways that are not otherwise likely or even possible.

Because the library serves a large population with a multitude of different backgrounds, ethnicities, and ages, it has broken down the many service needs into the following categories with a brief description of the library's current service resource:

- Literacy
- Learning Environment
- Community Engagement
- Workforce Development /Employment Resource
- Entrepreneurial / Economic Development

Service Need	Service/Program	Description/Examples
Literacy	Project JUMP START	Early Literacy Program for Head Start and Day Care Centers
Literacy	Project LEAD: Literacy for Every Adult in Dade	Literacy Program for Adults with one-on-one volunteer tutors
Literacy	Reading Ready	Early Literacy Program for Parents & Caregivers
Learning Environment	Adult programming/ classes	Computer, language classes; author appearances, etc.
Learning Environment	Readers' Advisory	Staff suggests fiction and nonfiction titles to readers looking for the next good book.
Learning Environment	Children - Programs	The Library offers a safe space and librarians who are specially trained to present and facilitate a variety of children's programs including storytime; arts and crafts; puppet shows; Art of Storytelling Festival
Learning Environment	Children - Electronics Resources	The Library offers downloadable books, music and videos; an online Kids Domain for crafts, stories, puzzles and games.
Learning Environment	Children/Teens--Homework Assistance	Staff offers after-school homework help
Learning Environment	Teens - YOUmedia Miami	Digital media learning center for teens housed at North Dade Regional Library.
Learning Environment	Teens - Electronic resources	Geared specifically for teens, the Library offers specialized electronic resources, eBooks, eMagazines, eAudiobooks

Learning Environment	Teens - Programs	The Library offers a safe space for teens, providing a variety of teen programs and services including Chess, Scrabble and Anime clubs; specialized classes; game nights; book discussion groups; College and Career resources; Financial Aid information.
Learning Environment	Art - Permanent Collection	The Permanent Art Collection of more than 2,200 works of art. Cultivated for over 40 years, the art collection consists of works on paper, photographs, paintings, multiples, artists' books and small sculptures with a focus on African American, Latino, and Miami artists; national and international artists are also represented.
Learning Environment	Art - Exhibits	The Library System has a long history of cultural and educational exhibitions and makes a special call to artists on a rolling basis for temporary exhibitions that correspond to selected annual themes and/or that highlight the library's special collections and services.
Learning Environment	Art--Vasari	A collection of documents related to local art from 1940 to present.
Learning Environment	Connections	Library services for the homebound
Learning Environment	Electronic Materials	eBooks, eMagazines, eAudiobooks
Learning Environment	Electronic Resources	Language instruction, science, medicine, history, business, hobbies, genealogy, literature, auto repair, etc.

Learning Environment	Languages	The Library's collection includes materials in many different languages. All branches have materials in Spanish and language instruction. There are large collections as well, of items in Chinese, Creole, French, Portuguese and Russian. The Main Library collects materials in 27 different languages.
Learning Environment	Learning by Leisure--Reading	Books, eBooks, eMagazines, Audiobooks available for checkout--includes bestsellers
Learning Environment	Learning by Leisure--Music	Music CDs available for checkout; downloadable and streaming music available on website.
Learning Environment	Learning by Leisure--Watching	Movies and TV series on DVD available for checkout.
Learning Environment	Mobile Library Service	Bookmobiles
Learning Environment	Print & Audio Materials	Books, Magazines, DVDs, Records, CDs, Audiobooks
Learning Environment	Senior Enrichment	Book Talks, Lifetime Arts, Computer classes,
Learning Environment	Special Collections	Historical documents, Florida materials, Florida Philharmonic scores, Cuban Collection, Film Collection, Foundations Collection, Patents, etc.
Learning Environment	Talking Books Service	Braille, audiobooks & magazines for people with sight impairment
Learning Environment	Computer and WiFi access	Desktop computers, laptops available for in-library use; free WiFi inside and outside library buildings
Learning Environment	Staff Assistance--Virtual	Ask-a-Librarian virtual reference services through live chat and email.
Learning Environment	Staff Assistance--Live	Staff identifies, assists, teaches, guides, directs and provides answers.

Community Engagement	Adult programs/classes	The Library offers a variety of adult programs and services including book discussion groups, computer classes, crafts, hobbies, exhibits, holiday themed events, and health and exercise classes.
Community Engagement	Art	Classes, Exhibits, Lectures
Community Engagement	Citizenship & ESOL Classes	Offered at several branches.
Community Engagement	Computer and WiFi Access	Desktop computers, laptops available for in-library use; free WiFi inside and outside library buildings
Community Engagement	eGovernment	Staff assist citizens needing to access government sites for unemployment, food stamps, housing, health insurance, etc.
Community Engagement	Elections	Libraries as polling places
Community Engagement	Electronic Materials	eBooks, eMagazines, eAudiobooks
Community Engagement	Electronic Resources	Genealogy, travel, crafts, citizenship, language instruction, science, history, literature, auto repair, etc.
Community Engagement	Government Depository	The Library serves as a Federal Document Depository Library and a Patent & Trademark Resource Center.
Community Engagement	Literature	Book Discussion Groups facilitated by librarians
Community Engagement	Meeting Spaces	Town Hall, Elected official, Nonprofits
Community Engagement	Museum Pass Program	Residents "check out" passes to local museums and attractions
Community Engagement	Music	Live performances
Community Engagement	Print and Audio Resources	Books, Magazines, DVDs, Records, CDs, Audiobooks
Community Engagement	Staff Assistance	Staff identifies, assists, teaches, guides, directs and provides answers.

Community Engagement	Voter Registration	Voter's registration forms are available at all branches. New library card registrants are offered the opportunity to register to vote when they apply for a library card.
Community Engagement	DMV Partnership	Citizens are able to renew driver licenses, obtain replacement driver licenses, change name/address on driver licenses, get identification cards, renew vehicle registrations, or purchase specialty license plates.
"Workforce Development/ Employment Resources"	Career Growth--print materials	Books on resume-writing, job search skills, business directories, etc. Information on higher education; scholarship information
"Workforce Development/ Employment Resources"	Job Search Assistance	Assistance and classes re job search resources (online and print), Resume writing.
"Workforce Development/ Employment Resources"	Career Growth--Electronic Materials	eBooks on job search skills, resumes, cover letters, college applications, etc.
"Workforce Development/ Employment Resources"	Career Growth--Electronic Resources	Resume writing, skills testing, practice tests (GED, ACT, GRE, civil service, etc.)
"Workforce Development/ Employment Resources"	Computer and WiFi Access	Desktop computers, laptops available for in-library use; free WiFi inside and outside library buildings
"Workforce Development/ Employment Resources"	Partnerships	South Florida Workforce and others
"Workforce Development/ Employment Resources"	Project LEAD	Literacy for Every Adult in Dade - Literacy Program for Adults with one-on-one volunteer tutors
"Workforce Development/ Employment Resources"	Staff Assistance	Staff identifies, assists, teaches, guides, directs and provides answers.

Entrepreneurship/ Economic Development	Business-related Print Materials	Books, Periodicals, Audiobooks
Entrepreneurship/ Economic Development	Computer and WiFi Access	Desktop computers, laptops available for use in libraries, plus free WiFi
Entrepreneurship/ Economic Development	Office Software	All of the Library's computer stations have the 2003 version of the Microsoft programs Word, PowerPoint, Publisher, Excel and Access.
Entrepreneurship/ Economic Development	Patent Depository	The Main Library serves as a U.S. Patent and Trademark Resource Center
Entrepreneurship/ Economic Development	Business-related Electronic Materials	eBooks, eMagazines, eAudiobooks
Entrepreneurship/ Economic Development	Business-related Electronic Resources	Business directories, business statistics, business planning, small business, etc.
Entrepreneurship and Economic Development	Staff Assistance	Staff identifies, assists, teaches, guides, directs and provides answers.
Entrepreneurship and Economic Development	Tax Assistance	The Library hosts several free tax assistance programs.
Entrepreneurship/ Economic Development	Tax Forms	The Library provides I.R.S forms during each tax season and maintains reproducible forms from past years.
People with Disabilities	Assistive Devices	Available devices range from simple hand-held magnifying glasses to complex computers that convert print into synthesized speech or Braille. Library materials for persons with visual, hearing, or speech impairments and their families include books, periodicals, and descriptive videos for persons who are visually impaired.
People with Disabilities	Connections	Library Service for the Homebound

People with Disabilities	Hearing Impaired	Sign language interpreters available for certain programs upon request
People with Disabilities	Sight Impaired	Large-print materials, Large-font capability on public computers, Text-to-speech capability on public computers
People with Disabilities	Talking Books	Specialized library services for the sight-impaired